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## Agenda

Time: 09.45 am  
Venue: Dexter House, 2 Royal Mint Court, London EC3N 4QN  
Contact: 020 3176 2999

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\*The public meeting will be preceded by a members' only session from 9.30 am until 9.45 am. The public meeting will begin at 9.45 am and will be open to the news media and public unless a resolution to move into private session is passed in respect of specific agenda items.

Members: David Barry, Terry Bennett, Gail Engert, Sharon Grant (Chair),  
Sophia Lambert, David Leibling (Deputy Chair)

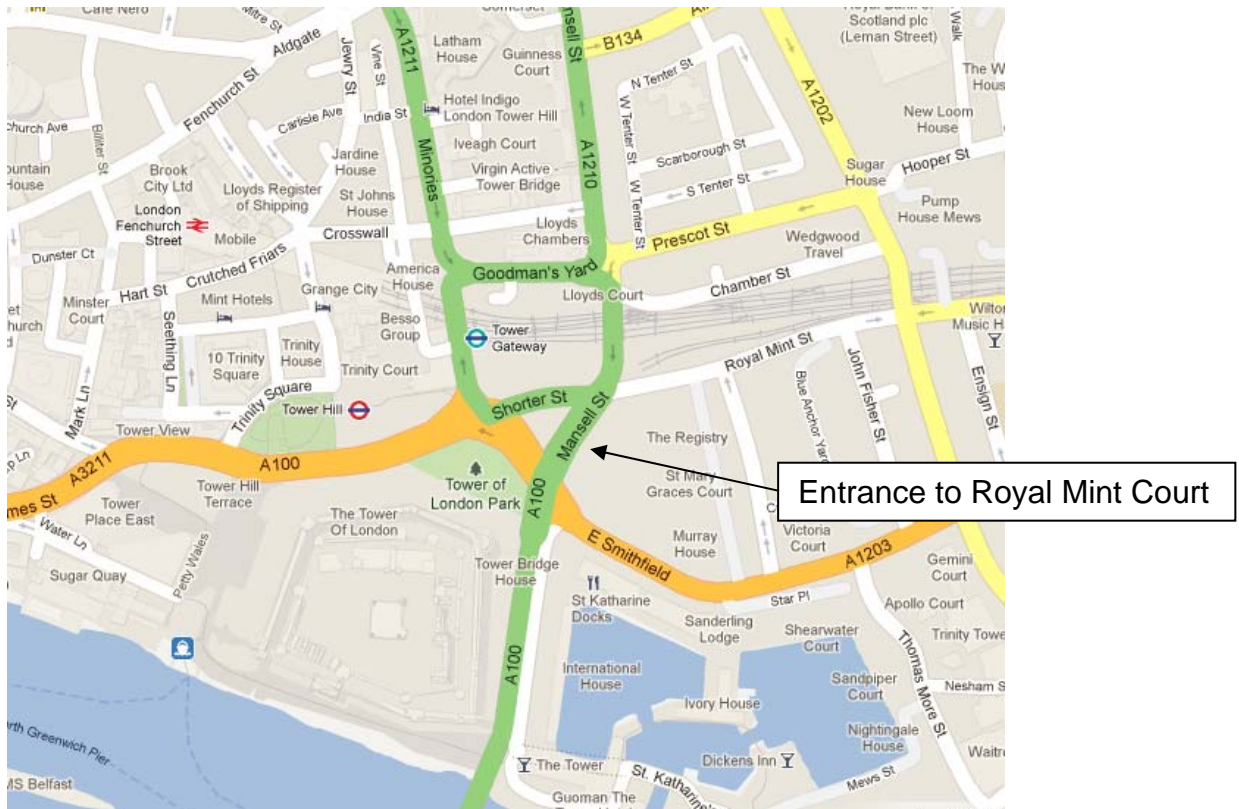
1. 09.45 **Chair's introduction and pre-meeting announcements**
2. **Apologies for absence**
3. **Declarations of Interest**  
All members have been asked to make a standing declaration of interests which can be consulted at the London TravelWatch office or viewed on the internet at: [http://www.londontravelwatch.org.uk/home/declarations\\_of\\_interest](http://www.londontravelwatch.org.uk/home/declarations_of_interest). If any item on this agenda requires a specific declaration to be made, members are requested to do so.
4. **Chair's activities and Passenger Focus update**
5. 10.05 **Minutes**  
To approve the minutes of Board meeting held on 24 July 2012.
6. 10.10 **Matters arising (LTW413)**  
To note a report on matters arising from previous meetings.
7. 10.20 **Actions taken (LTW414)**  
To note a report on actions taken by members and/or officers since the last meeting.
8. 10.25 **The Games legacy (LTW415)**  
To consider what transport benefits from the Olympic and Paralympic Games should be maintained for the future, following a presentation from Mark Evers, Director of Games Transport for Transport for London.
9. 11.25 **Transport for London complaints data (LTW416)**  
To review the data provided by Transport for London in relation to complaints by mode per 100,000 passengers and compare results across other transport providers.
10. 11.55 **London TravelWatch business plan 2013-14 (LTW417)**  
To note London TravelWatch's business plan and objectives for the forthcoming year.

- 11. 12.00 Watford Metropolitan line station closure panel (LTW418)**  
To note the findings of London TravelWatch's panel considering the closure of the Metropolitan line station at Watford.
- 12. 12.10 Any other business**  
To consider any other relevant business of which due notice has been given.
- The Chair will not accept late items unless they are genuinely of an emergency nature.*
- 13. Resolution to move into confidential session**  
To resolve, under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that by reason of the confidential nature of the item(s) to be discussed, it is desirable in the public interest that the public should be excluded for the remainder of the meeting.
- 14. 12.15 Confidential minutes**  
To approve confidential minutes of the Board meeting held on 24 July 2012.
- 15. 12.20 Meeting review**  
To review the meeting and any financial, reputational or other risks posed therein.

### **Notes on the Agenda**

- i Access to meeting rooms is step-free, and a location map is appended.
- ii The Chair will make every effort to keep to the timings shown for items on this agenda, but there may be occasions when it is necessary to alter them at short notice.
- iii Tea and coffee will be available for members from 09.30.
- iv The next meeting of the Board will be held on 27.11.12 at London TravelWatch.
- v Contact for queries regarding this meeting: Committee Services team on 020 3176 2999 or email [sharon.malley@londontravelwatch.org.uk](mailto:sharon.malley@londontravelwatch.org.uk)

## Location of and directions to the meeting



Dexter House is located opposite the Tower of London. Entrance is through the large stone arch into Royal Mint Court, at the junction of Minories and East Smithfield. Once through the arch, follow the signs to Dexter House.

### Rail, Underground, DLR

Tower Gateway	Docklands Light Railway
Tower Hill	Underground – District and Circle lines
Fenchurch Street	National rail
Aldgate	Underground – Metropolitan and Circle lines
Aldgate East	Underground – Hammersmith & City and District lines

### Buses

100	East Smithfield
42, 78, RV1	Tower Bridge Approach
15	Tower Hill

### Blue Badge disabled parking

Royal Mint Court is located within the borough of Tower Hamlets and Blue Badge holders can park for up to three hours in the pay-and-display bays on Royal Mint Street, as well as in other locations permitted under Tower Hamlets' scheme. For further details see here: [http://www.towerhamlets.gov.uk/lgs/251-300/279\\_blue\\_badges.aspx](http://www.towerhamlets.gov.uk/lgs/251-300/279_blue_badges.aspx)

### Cycle hire docking stations

The nearest cycle hire docking stations are as follows:

- Tower Gardens, Tower Hill
- Crosswall
- Vaughan Way, Wapping
- Jewry Street, Aldgate
- Leman Street, Whitechapel